

Exhibit 1-4

HELP LINE DIRECTORY

For information related to **recipient eligibility and enrollment**:

AHCCCS Eligibility Interactive Voice Response System (IVR)

Phoenix area: (602) 417-7200

In state: 1-800-331-5090

AHCCCS Eligibility Verification Unit

Phoenix area: (602) 417-7000

All others: 1-800-962-6690 (In state)

1-800-523-0231 Ext. 7000 (Out of state)

For **prior authorization** for certain services and information about these services:

AHCCCS Prior Authorization Unit (Monday - Friday 8:30 a.m. - 4:30 p.m.)

Phoenix area: (602) 417-4400

All others: 1-800-433-0425 (In state)

1-800-523-0231 Ext. 4400 (Out of state)

To **register as an AHCCCS provider** or to **update your provider records**:

AHCCCS Provider Registration Unit

Phoenix area: (602) 417-7670 (Option 5)

All others: 1-800-654-8713 (In state)

1-800-523-0231 Ext. 77670 (Out of state)

If you have **questions related to claims in process and/or billings**:

AHCCCS Claims Customer Service Unit (also to order fee schedules and IHS referral forms)

Phoenix area: (602) 417-7670 (Option 4)

All others: 1-800-654-8713 (In state)

1-800-523-0231, Ext. 77670 (Out of state)

For information about **covered services, certification for continued treatment, patient discharge coordination and referral, Emergency Services Program (ESP), and related matters**:

AHCCCS Office of Special Programs

(602) 417-4053

For information about **electronic claims submission**:

Electronic Claims Submission Unit

(602) 417-4892 or (602) 417-4706

For information about billing for **services provided to Native American recipients**:

Native American Coordinator

(602) 417-4610